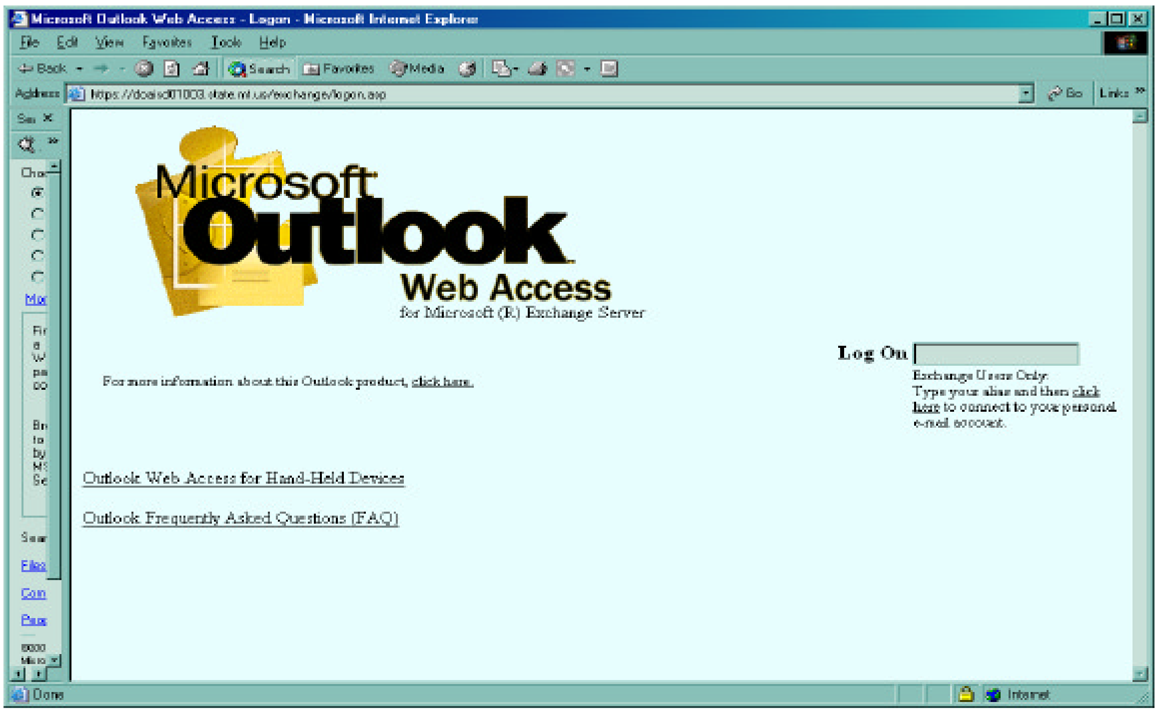
Logging on to the Outlook Web Access Client

To access the state's e-mail system from the Internet you will need: the installation of browser software, Microsoft 3.0 or later or Netscape 3.0 or later and an Internet Service Provider. First access your ISP, then load your browser. (The preferred browser is Internet Explorer because of the availability of icon descriptions. For example, in Netscape, icons are available but you get no descriptions when you place the cursor on the icon.)

In the Address or Location Field of the browser, type:

doaisd01003.state.mt.us/exchange

You will then see the "Microsoft Web Access" screen. Type your ACF2 id in the following "Log On" box and enter.

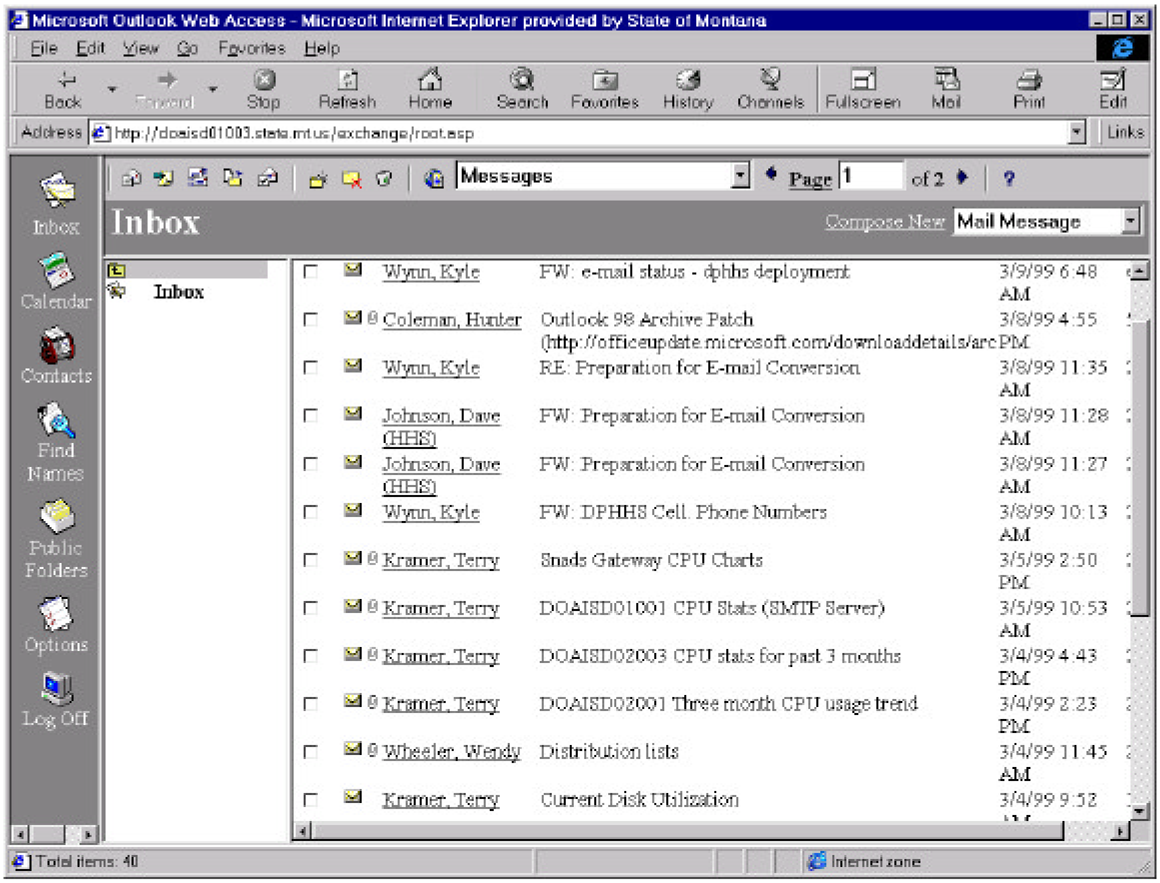


The next screen is shown below:

In the User Name line, type your domain/user id. Your domain is STATE. (e.g. STATE/CX0000) or ADS (for State Fund and HHS employees).

Type your Exchange password in the password field and press ENTER.

The following screen is displayed.



Note that Outlook Web Access is similar but not identical to Outlook 98.

Important: Remember to Log Off
Log off after you finish using Outlook Web Access. By logging off, you close the session between the client and the server. If you close only the Web browser, there is no guarantee that your session is closed.

Differences from Outlook 98/2000

- The State Address Book is not available, however, address resolution is possible.

Type in the last name of the user you want to send to. If you have type in Smith, J for example and click on the Send icon, you will get a pop-up window that says:

> All addresses must be resolved before this item can be sent. The addresses for the following recipient(s) could not be resolved. Please choose an action for each recipient. If you choose to ignore a recipient, that entry will remain unchanged.

Choose the correct one and send the item.

- When you open mail, the yellow envelope does not change to indicate you've opened the message. (All UNOPENED messages are bolded.) Therefore, it is a good idea to reply, file or print the message and then delete it. After deleting it, hit the F5 key to "refresh" the screen. (***NOTE***: *F5 – DOESN'T WORK if using the Netscape browser; you can refresh by changing to your contacts or Calendar and then switching back to the inbox.)* Once the screen is refreshed, the text of the read messages are no longer in bold print.

You do have access to your Contacts as that file resides on the Microsoft Exchange Server. You do not have access to your Personal Address Book (which may contain personal Distribution Lists).

You must click on **Up one folder level** to get to full Mailbox folders.

Using Outlook Web Access

InBox

Creating and Sending New Messages

1. In the **Compose New** message category list, select either **Mail Message** or **Post to this Folder**.
2. Click **Compose New**.
3. Type your message.
4. Click the **Send** button on the toolbar.

Checking for New Mail

To check for new messages that have arrived since you opened your Inbox, click **Check for new mail** on the toolbar. Unread messages appear with bold titles.

Opening Messages

1. From the list of messages in the user area, locate the message you want to read.
2. Click the text of the first field that displays information. If a message has neither a sender nor a subject, click the size.
   The Read Message form is displayed.

Deleting Messages

There are three ways you can delete messages.

- To delete an open message, click the **Delete** button on the toolbar.
- To delete a message while viewing the Inbox Viewer, select the check box adjacent to the sender's name, and then click **Delete marked messages** .
- To delete multiple messages while viewing the Inbox Viewer, select the check box adjacent to the sender's name for each message that you want to delete, and then click **Delete marked messages** . Deleted messages are sent to the Deleted Items folder. They are not removed permanently unless they are deleted from the Deleted Items folder.

Changing Pages

The **Page** box is located on the toolbar, lists the total number of pages of messages that are in the current folder, and indicates which page is currently displayed. The list of messages is longer than can be displayed on one page of the viewer at once.

To display a different page, do one of the following:

- To display a specific page, click the first number (in the **Page** box), type the page number, and then click **Page**.
- To display the previous page, click the **Left Arrow** to take you to the Previous Page .
- To display the next page, click the **Right Arrow** to take you to the Next Page .

Customizing the Message List

You can change the message list to display messages that have related information. You can also change the message list to display messages sent by the same person or that have the same title.

To change the message list display, choose a command in the **View** box. You can select any of these categories:

- **Messages** displays messages as they are received, starting with the most recent message at the top of the list.
- **Unread Messages** displays only unread messages.
- **By Sender** groups messages sent by the same person. All messages in the folder are grouped alphabetically by sender.
- **By Subject** groups messages according to text that appears in the **Subject** box. All messages in the folder are grouped alphabetically by the subject.
- **By Conversation Topic** groups messages according to text that appears in the **Conversation** box. Each conversation group is displayed in the order received, starting with the most recent message at the top of the group. If there is no **Conversation** box in a message, the message is grouped by text that appears in the **Subject** box. If the message has neither a conversation nor a subject, the item is grouped under an empty heading.
- **Unread Messages by Conversation Topic** groups unread messages by text that appears in the **Conversation** box. If there is no **Conversation** box in an unread message, the message is grouped by text that appears in the **Subject** box.

CALENDAR

To open Calendar, click Calendar **in the Outlook Bar.**

Viewing Your Schedule

You can customize the Calendar View by clicking **Daily** or **Weekly** in the **View** box in the Calendar View.

- To display today's date in the current view, click **Today** in the **Date Picker Area** on the bottom right of your screen.
- To see all the items scheduled for the current week, choose **Weekly** in the **View** box.
- To view or modify a calendar item, click it to display the item.
- Calendar items set by someone else cannot be modified.

Attendee Availability

The option to check other user's calendars for availability is not available with the Web Access client.

Accepting a Meeting Request

- In your mailbox, locate the message containing the meeting request from the list of messages in your user area.
- Click the sender's name in the **From** column. The Read Message form is displayed.
- Select from one of the following options:
  - **Edit the response before sending** to open a new message when you accept, tentatively accept, or decline the meeting request. Type a message to the meeting requestor, and then click **Send**.
  - **Send the response now** to automatically send a message to the meeting requestor when you accept, tentatively accept, or decline the meeting request.
  - **Don't send a response** to accept, tentatively accept, or decline the meeting request without sending a message to the meeting requestor.
- Click either the **Accept**, **Tentative**, or **Decline** button above the message header.
  - **Accept** adds the meeting to your calendar.
  - **Tentative** adds the meeting to your calendar tentatively.
  - **Decline** does not add the meeting to your calendar.

Adding an Appointment to Your Schedule

- In the **Compose New** box, choose **Appointment**.
- In the **Subject** box, type a brief description of the appointment.
- In the **Location** box, type the place where the appointment occurs.
- In the **Start Time** and **End Time** boxes, type the time that the appointment starts and ends.
- Type any comments in the **Comment** box, such as a list of necessary materials to take to the meeting.
- Click **Save**.

Adding an Event to Your Schedule

- In the **Compose New** box, choose **Appointment**.
- In the **Subject** box, type a brief description of the event.
- In the **Location** box, type the place where the event occurs.
- Optionally, select the **All Day Event** box.
- Type any comments in the **Comment** box, such as a list of necessary materials to take to the event.
- Click **Save**.

Contacts

A contact is a person or organization you correspond with. You can store information about contacts, such as phone numbers, addresses, e-mail addresses, job titles, Web pages, and notes.
You can sort contacts by first name or last name for quick access to phone numbers, addresses, and other information. You can also move or copy a contact to a different folder, or attach a file, such as a Microsoft Word document, to a contact to keep related information together

Creating a New Contact

- In the **Compose New** box, choose **Contact**.
- Click **Compose New**.
- Enter the information you want to include for the contact.
- Click **Save and Close** .
- Click **Check for New Items** to see the new contact in the list.
- On the Outlook Bar, click **Contacts** .
- Click the underlined name of the contact you want to send a message to.
- Click **New Message to Contact** .
- In the **Subject** box, type the subject of the message.
- In the text box, type the message.
- Click **Send** .

Find Names

To find names or other information in the Address Book:

- On the Outlook Bar in the Mailbox Viewer, click **Find Names**.
  Outlook Bar
- Type any information you know about the person you are attempting to locate. The information can be part of a display name, first name, last name, title, e-mail alias, company, department, office, or city.
- Click **Find**. If a match is found, the e-mail name is listed, as well as some or all of the following information:
  - Full name
  - Alias
  - Phone number
  - Department
  - Office or room number
  - Click on the name you need to send mail and click on **Send Mail** or click **Close**.

Public Folders

Public folders are accessible just as they are in Outlook. Select the Public Folders Icon in the Outlook Bar and expand the agency folder to access individual folders beneath.

Options

This screen allows you to set up the Out of Office Assistant and change your email password.

Sent Items

To access your Sent Items folder, click the “Up One Folder Level” icon (the yellow folder with up arrow that is in the middle column located between the Outlook Bar and your Inbox). Once clicked you will be able to select your Sent Items folder.

Log Off

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